

Hollandia Pools & Spas is looking to hire a Retail Store Manager.

The ideal candidate will be in charge of planning and directing the day-to-day operations of the retail store. This person will actively develop strategies to improve customer service, increase profitability, create marketing programs that will increase sales and grow the existing customer base while maintaining high store standards and conditions to foster a positive environment for both customers and staff.

Responsibilities:

- Complete daily store cash and POS reconciliation
- Monitor and respond to incoming calls and emails
- Manage all controllable store costs to keep operations profitable
- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in the industry to understand store and customer service requirements
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional societies
- Maintain operations by initiating, coordinating and enforcing program, operational and personnel policies
- Maintain the stability and reputation of the store by complying with legal requirements
- Ensure standards for quality customer service and health and safety are met
- Initiate changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local market
- Respond to customer complaints and comments in a prompt, professional and effective manner
- Complete store operational requirements by scheduling and assigning employees and following up on work results
- Deal with staffing issues such as interviewing potential staff and conducting performance reviews
- Provide continuous training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
- Formulate pricing policies by reviewing merchandising activities, determining additional needed sales promotion, authorizing clearance sales and studying trends
- Market merchandise by studying advertising, sales promotion and display plans while analyzing operating and financial statements for profitability ratios
- Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers

Experience in the field or in a related area is an asset, however; training will be provided.

Please respond with cover letter and resume.

References required at time of interview.